

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KENNETH SCHIESS AND LOUANN SCHIESS)	
)	
COMPLAINANTS)	
)	
v.)	CASE NO. 2006-00401
)	
INSIGHT PHONE OF KENTUCKY, LLC)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Insight Phone of Kentucky, LLC ("Insight") is hereby notified that it has been named as defendant in a formal complaint filed on August 31, 2006, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Insight is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 8th day of September, 2006.

ATTEST:



Executive Director

By the Commission

UAW LEGAL SERVICES PLANS

UAW-GM UAW-Ford UAW-DaimlerChrysler
1939 Goldsmith Lane, Suite 117, Louisville, KY 40218
Phone: (502) 456-4222 Fax: (502) 458-3457

RECEIVED

AUG 31 2006

August 29, 2006

PUBLIC SERVICE
COMMISSION

Public Service Commission
211 Sowers Blvd
P O Box 615
Frankfort KY 40602

**CERTIFIED MAIL
RETURN RECEIPT REQUESTED**

Case No. 2006-00401

RE: Kenneth Schiess and Louanne Schiess v. Insight Phone

To Whom It May Concern:

Please find enclosed a Complaint on behalf of Mr. and Mrs. Schiess in the above-referenced matter which I would appreciate your office filing of record with the Public Service Commission.

If you have any questions or require any additional information, please to not hesitate to contact me.

Thank you for your assistance and cooperation in this matter.

Sincerely,

Theodore Walton
Theodore Walton
Attorney at Law

Enclosure
cc: Kenneth R. Schiess

JB

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

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PUBLIC SERVICE
COMMISSION

KENNETH SCHIESS AND LOUANN SCHIESS
(Your Full Name)
COMPLAINANT
VS.
INSIGHT PHONE
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of KENNETH K SCHIESS respectfully shows:
(Your Full Name)

(a) LOUANN SCHIESS
(Your Full Name)

1812 MILLGATE ROAD, LOUISVILLE KY 40223-1097
(Your Address)

(b) INSIGHT PHONE
(Name of Utility)

810 SEVENTH AVENUE, NEW YORK, NY 10019
REGISTERED AGENT: CT CORP SYSTEM, KENTUCKY HOME LIFE BUILDING,
LOUISVILLE KY 40202
(Address of Utility)

(c) That: The Schiess are retirees and the only members of their
(Describe here, attaching additional sheets if necessary,

household. Their April phone bill showed seventeen (17)
the specific act, fully and clearly, or facts that are the reason

calls to the Netherlands. The Schiess have absolutely no
and basis for the complaint)

connection to the Netherlands or anyone in the Netherlands.

These calls did not originate from their home. The Schiess

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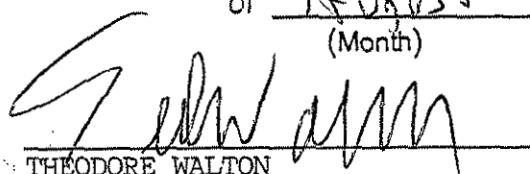
Formal Complaint


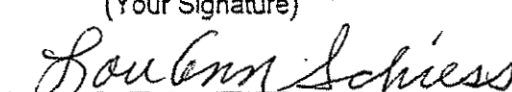
KENNETH & LOUANN SCHIESS vs. INSIGHT PHONE

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did not authorize the calls and have no idea who made them or how.
Insight has maintained that the calls were dialed from the Schiess' phone number and refused to reverse the charges. Insight is either in error or their statements are misleading because the calls were not made from the Schiess' phone. Insight's customer service has been egregious in this matter, thereby forcing the Schiess to take extreme measures to resolve an error and/or fraud on the part of Insight Phone. Wherefore, complainant asks that the Insight Phone bill be adjusted to (Specifically state the relief desired.) accurately reflect only charges actually due.

Dated at Louisville, Kentucky, this 25 day
(Your City)
of August, 2006
(Month)


THEODORE WALTON
UAW-FORD LEGAL SERVICES PLAN
1939 GOLDSMITH LANE STE 117
LOUISVILLE KY 40218-2006
(502) 456-4222


(Your Signature)


UAW-FORD Legal Services Plan

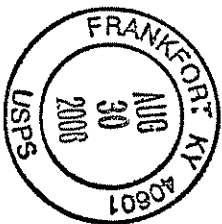
Austin Building, Suite 117
1939 Goldsmith Lane
Louisville, Kentucky 40218-2006



ADDRESS SERVICE REQUESTED



7004 2890 0003 941b 2760



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COMMISSION

4060280615 EPO7

